

JOB INFORMATION

Job Code	AA47
Job Title	Asst Dir, Melton Student Center
Pay Grade	AS13
Range Minimum	\$54,500
33rd %	\$69,033
Range Midpoint	\$76,300
67th %	\$83,567
Range Maximum	\$98,100
Exemption Status	Exempt
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	11/10/2023

JOB FAMILY AND FUNCTION

Job Family:	Administration & Operational Support
Job Function:	Operational Support

JOB SUMMARY

The Asst Dir, Melton Student Center provides direct oversight of daily operations of the Student Center Reservations department. Including overseeing and managing the reservation process and procedures for more than 20 event spaces/venues located across Auburn University's campus. This position will also be responsible for the James E. Foy Information Desk and supervise the 75+ student employees that operate the information desk space. Additionally this position will be the direct point of contact for all outside organizations that will contract these event spaces. This person will also oversee budget assessment, policies, procedures, fees, complaints, and the Campus Event Planning System as it relates to Student Center Reservations.

RESPONSIBILITIES

- Manages and oversees the Student Center Reservations department, which includes Melton Student Center, Student Activities Center, Beard Eaves Memorial Coliseum, The University Chapel, Foy Hall Auditorium, Amphitheater, Cater Hall Lawn, Campus Green, Open Air Forums, Haley Center Concourse, various Haley Center rooms, and various other locations on campus.
- Develop all policies and procedures, answer inquires, coordinate Camp War Eagle Vendor Fairs, provide tours and presentations about the Melton Student Center and/or any of the auxiliary buildings and spaces that are under the Student Center department.
- Oversees the operation of the James E. Foy Information Desk and the student employees. This includes overseeing interviewing, on-boarding and the training of student employees and ensuring staffing requirements are met. This position will also supervise the Student Center Reservation Team.
- Develop and coordinate all customer service training for all student employees and all Student Center full time staff. Providing oversight of the customer service functions. Creates and administers a comprehensive training program for staff members to ensure members are knowledgeable about services, programs, and facilities across campus.
- Prepares, develops, and administers the Student Center Reservations and Foy Information Desk budgets. Participates in the development and administration of the departmental budget. Monitors all financial transactions. Responsible for overseeing all bookings, billings, account collection, creation of fees, oversight of policies and procedures of locations, and all guest questions or concerns.
- Coordinate and compile monthly assessment data representing the Student Center and everything that falls under this department. Compiles data through surveys, focus groups, word of mouth, and other forms of research to provide detailed input on ordering new equipment, facility needs, patron needs, customer service satisfaction, and improvement of all program areas within the spaces. Provides space allocation analysis and projections.

RESPONSIBILITIES

- Oversee and administer the reservations software system as well as additional software supporting the Student Center Reservations and Events Operations. Responsible for other software needs for the James E. Foy Information Desk and for any of the venues and spaces that fall under the Student Center Operations department. Conduct and support training presentations.
- Coordinates and oversees all Student Center assessment and strategic planning for the department. Develops, conducts, and evaluates surveys and other research methodologies to ensure needs and concerns are met including Student Center improvements. Prepares multiple data usage reports. Develops, implements, and maintains programmatic strategies, priorities, methods, systems, and business plans. Reviews, assesses, and reports on the various aspects of the Student Center.
- Oversees the Student Center Website and online activities. Serves on university committees representing the Student Center and or Student Affairs. Performs varied public relations and marketing functions to promote the Student Center, departmental programs, and facilities.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.
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MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform the minimum requirements listed below, which are representative of the skill, and/or ability required.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Bachelor's Degree	Bachelor's Degree with no specific discipline is required.	And	6 years of	Experience in event planning, building operations, and office procedures and practices.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge and understanding of student learning and development concepts/theory and be able to implement those concepts when working with Auburn University students. The individual should also have an understanding of budgeting practices, assessment, strategic planning, communications, customer service knowledge, and supervisory skills.

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/Desired	
None Required.				

PHYSICAL DEMANDS & WORKING CONDITIONS

Vision Requirements:

Ability to see information in print and/or electronically.